



**COLORADO**  
Department of Transportation  
Division of Transit & Rail  
2829 W. Howard Pl. 4<sup>th</sup> Floor  
Denver, CO 80204

**DATE:** November 5, 2021  
**TO:** Transit & Rail Advisory Committee  
**FROM:** Amber Blake, Director - Division of Transit & Rail  
Michael Timlin - Senior Manager of Mobility Operations & Deputy Division Director  
Kyle French, Bus Operations Manager - Division of Transit & Rail  
Jeff Prillwitz, Bus Operations Coordinator - Division of Transit & Rail  
**RE:** Bustang Outrider Quarterly Q1 FY2021-22

#### Purpose

The purpose of this memo is to provide a quarterly Bustang Outrider update on operational and performance measures for 1<sup>st</sup> Quarter, FY 2021-2022.

#### Action

Informational only - no action is required.

#### Background

The Bustang Outrider rural regional bus service began operation in On January 2, 2018, with a Lamar- Pueblo route operated by Senior Resource Development Agency of Pueblo, Inc. Outrider uses a different funding source, FTA 5311(f), rather than state FASTER funds, and is generally contracted as a pass-through grant agreement rather than as a direct operational agreement with specific requirements. FTA rules allow local cash match to be replaced by “in-kind” contributions from private intercity bus unsubsidized miles operated or Transportation Development Credits (TDC) from FHWA “toll credits” flexed to FTA projects. Due to the large reduction of service by the intercity bus carriers within Colorado the “in-kind” contributions based on unsubsidized miles is no longer available. All Bustang Outrider routes will now use Transportation Development Credits for the “in-kind” match.

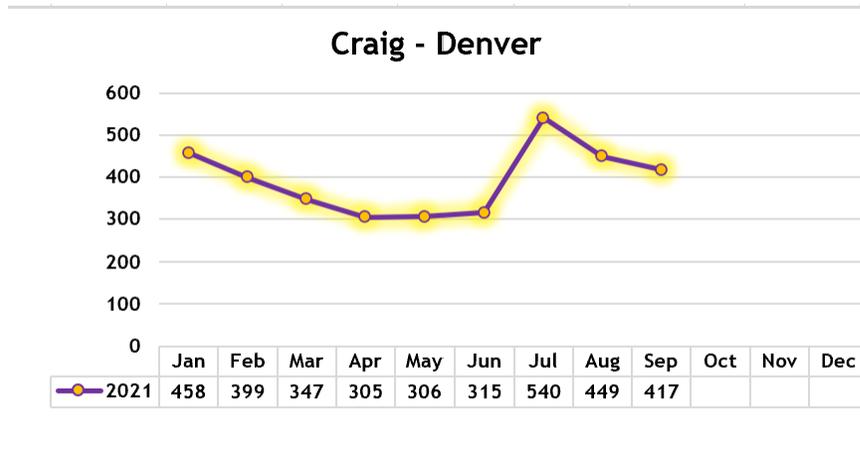
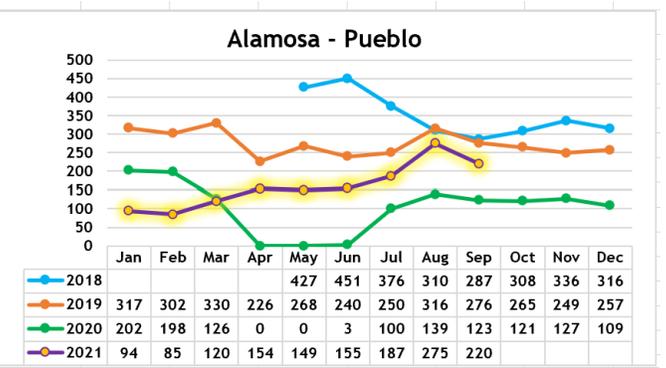
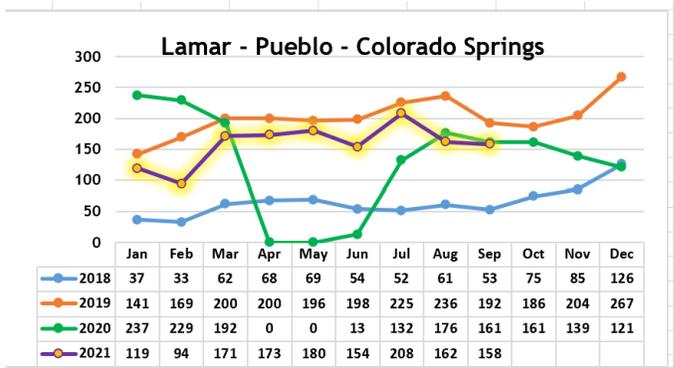
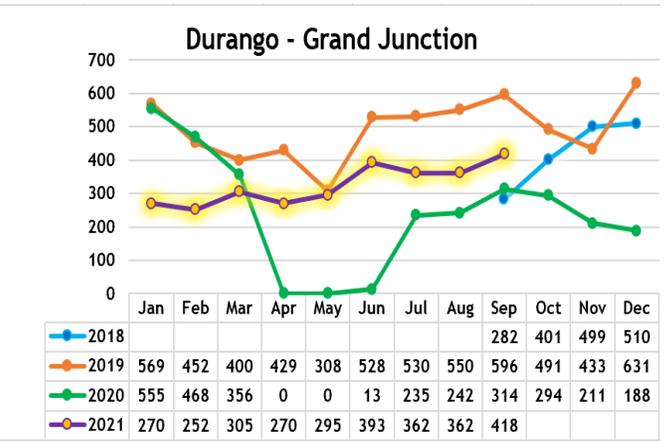
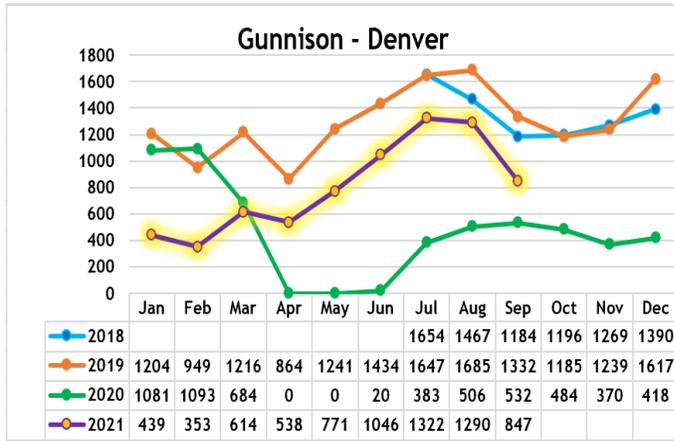
Outrider provides essential service transportation from rural to an urban community services center as well as a connection to the national intercity bus network. Outrider is considered as, and is marketed as an “offspring” brand to the parent Bustang system. For these reasons, a separate Outrider update accompanies the quarterly Bustang update.

#### Details

The Phase II and III routes in Operation are:

- Lamar - Colorado Springs in revenue service Monday through Friday except major holidays and operated by Senior Resource Development Agency of Pueblo, Inc. (SRDA)
- Alamosa - Salida -Pueblo is in revenue service daily and is also operated by SRDA.
- Gunnison - Salida- Denver is operating in revenue service daily and is operated by Alpine Express Shuttle.
- Durango - Grand Junction has transitioned to Outrider from Roadrunner operating in revenue service daily by Southern Colorado Community Action Agency (SoCoCAA)
- Craig - Denver is in revenue service five days a week and is operated by Greyhound
- Telluride - Grand Junction is in revenue service five days a week and is operated by Alpine Express Shuttle.

Details  
RIDERSHIP



Service was paused effective March 29, 2020 by the Governor's "Safer at Home" Executive Order, then allowed to resume service on June 28, 2020 after review and approval of Bustang's "Safe Transport Operating Plan" by the Colorado Department of Public Health & Environment. Ridership has been steadily increasing since the resumption of service and is approaching pre-COVID levels.

*PHASE III PLANNING*- Stakeholder outreach has been completed on the final four proposed routes that were presented to the Transportation Commission in December 2019 (discussion), and received approval in January 2020. The four Outrider routes to be implemented in 2021 and 2022 are:

- Sterling -Greeley and Denver via I-76 & US 34 (route will operate Sterling - Greeley on Monday, Wednesday and Friday. Sterling - Denver on Tuesday and Thursday) Tentative service start in early 2022.
- Trinidad - Pueblo via I-25. Tentative service start in early 2022.
- Grand Junction - Telluride via US 550. Started revenue service on September 27, 2021.
- Craig - Denver via US 40 & I-70 West Started revenue service on January 2, 2021.
- Service stops and schedules have been determined for all Phase III routes.
- Provide new service stop in Buena Vista and Fairplay on the Gunnison to Denver route.

The nationwide delay in deliveries of heavy duty vehicles has impacted the start of the Sterling - Greeley and Denver service and the Trinidad - Pueblo service. Buses for these routes were originally scheduled for delivery in March of 2021. Delivery of cutaway vehicles for service was made in the last part of August 2021. Inspections of the delivered buses showed serious quality issues with the vehicle roofs. These problems necessitated the return of the bus to the manufacturer for repairs. Buses are tentatively scheduled to be returned to Denver in November of 2021.

#### Next Steps

- Operator has been determined for the Craig to Denver route and will begin revenue service on January 2, 2022. An announcement will be made shortly.
- Work to improve reliability and responsiveness to the local communities on the Craig to Denver route.
- Award Calendar Year 2022 Grants for Outrider operators.
- Opening events and outreach to communities which will be serviced by the Trinidad to Pueblo and Sterling to Greeley and Denver routes.
- Expand Lamar to Colorado Springs service to seven days a week.
- Expand Gunnison - Denver service to the community of Crested Butte. Possible summer stop at Monarch Crest which will compliment the winter stop at Monarch Mountain Ski Area.
- Service the Grand Junction Airport with the Durango - Grand Junction Service. Telluride to Grand Junction will provide airport service from opening date.
- AECOM to continue survey of all Bustang Outrider routes for stop improvements including shelters, service stop signs. ADA compliance and wayfinding signs. Relocate several Outrider service stops in order to better service the local communities.